

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling my-- Benefits in a Card. Hi. My name is Pearl. Who did I have the pleasure of speaking with? Mark Sikowitz. And how can I assist you? Uh, I currently am enrolled in a plan through my, uh, contract, but I wanna cancel that effective immediately 'cause I don't wanna pay any more out-of-pocket expenses for this, and, uh, yeah, w- I want it pretty much effective, like, like now, so as soon as you can... Okay, I can definitely take a look to see if we are able to cancel your coverage. Some do have restrictions, um, and as far as it being effective immediately, it takes one to two weeks to process, so you may see one or two deductions, um, but I can definitely look into it for you. Well, I only, I only h- I only have two more payroll cycles with this company, so that's what I'm trying to do is for the remainder of the, of this contract, which is the end, it expired, like it's over at the end of January, so I'll have two more paychecks from this. And th- that's what I'm, that's, that's my goal is to make sure that it doesn't get deducted from my next payroll for the remainder- Yep, I- ... of my contract. ... definitely understand that, but unfortunately the process does take one to two weeks, so I can't guarantee that you won't see one or two more deductions. Even two more? I can understand one more. It- Yes. ... it could be possibly one or two. Mm-hmm. Mm-hmm. What's the name of the company you just said you work for? Uh, Creative Circle. And the last four digits of your Social? 5242. All right, 5242. And if you can confirm your address and date of birth. Uh, 43085 and, uh, 727 Buck Lane, or if it's Boston, uh, what would my Boston address be? Uh, it is Buck Lane. Can I have the city and state? Haverford, Pennsylvania, 1901, 19041. And you said your date of birth is 4/30... 85. All righty. And I have your phone number as 484- 484-4325, yep, 4325569. All righty. And I have your email address as mark.sikowitz@gmail.com? Correct. All righty. And you said you wanted to delete your cover-cancel your coverage altogether, correct? Correct. All righty. So you are in open enrollment so you're able to cancel all that together. Um, cancellations, like I said, take one to two weeks to process, so you may see one or two more deductions, but at most it'd be two. Okay. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling my-- Benefits in a Card.

Speaker speaker_2: Hi.

Speaker speaker_1: My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_2: Mark Sikowitz.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, I currently am enrolled in a plan through my, uh, contract, but I wanna cancel that effective immediately 'cause I don't wanna pay any more out-of-pocket expenses for this, and, uh, yeah, w- I want it pretty much effective, like, like now, so as soon as you can...

Speaker speaker_1: Okay, I can definitely take a look to see if we are able to cancel your coverage. Some do have restrictions, um, and as far as it being effective immediately, it takes one to two weeks to process, so you may see one or two deductions, um, but I can definitely look into it for you.

Speaker speaker_2: Well, I only, I only h- I only have two more payroll cycles with this company, so that's what I'm trying to do is for the remainder of th- of the, of this contract, which is the end, it expired, like it's over at the end of January, so I'll have two more paychecks from this. And th- that's what I'm, that's, that's my goal is to make sure that it doesn't get deducted from my next payroll for the remainder-

Speaker speaker_1: Yep, I-

Speaker speaker_2: ... of my contract.

Speaker speaker_1: ... definitely understand that, but unfortunately the process does take one to two weeks, so I can't guarantee that you won't see one or two more deductions.

Speaker speaker_2: Even two more? I can understand one more.

Speaker speaker_1: It-

Speaker speaker_2: Yes.

Speaker speaker_1: ... it could be possibly one or two.

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: What's the name of the company you just said you work for?

Speaker speaker_2: Uh, Creative Circle.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 5242.

Speaker speaker_1: All right, 5242. And if you can confirm your address and date of birth.

Speaker speaker_2: Uh, 43085 and, uh, 727 Buck Lane, or if it's Boston, uh, what would my Boston address be?

Speaker speaker_1: Uh, it is Buck Lane. Can I have the city and state?

Speaker speaker_2: Haverford, Pennsylvania, 1901, 19041.

Speaker speaker_1: And you said your date of birth is 4/30...

Speaker speaker_2: 85.

Speaker speaker_1: All righty. And I have your phone number as 484-

Speaker speaker_2: 484-4325, yep, 4325569.

Speaker speaker_1: All righty. And I have your email address as mark.sikowitz@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All righty. And you said you wanted to delete your cover- cancel your coverage altogether, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All righty. So you are in open enrollment so you're able to cancel all that together. Um, cancellations, like I said, take one to two weeks to process, so you may see one or two more deductions, but at most it'd be two.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.